

CITY OF MINNEAPOLIS

AMS UPGRADE

INTENT

I. OVERVIEW

The City is planning to upgrade its current version of AMS Advantage to version 2.2 during FY 2002. Due to staffing changes, the City requires assistance in assessing and planning the steps necessary to successfully upgrade the financial system. The City has requested Deloitte & Touche (D&T) to scope and plan the upgrade activities. Additionally, once the upgrade project has been planned, D&T will provide the City a cost estimate for supporting and managing the upgrade project based on the information gathered during the scoping and planning phase.

II. DESCRIPTION OF WORK ACTIVITIES AND DELIVERABLES

The AMS Upgrade has been divided into two phases: (1) Scoping and Planning, and (2) Implementation. This SOW addresses the initial phase of the Upgrade – Scoping and Planning. The activities performed during the Scoping and Planning phase will result in a definition of the level of effort and tasks necessary to successfully perform the implementation.

Phase I: Scoping and Planning:

■ Understand the Current Environment

To effectively plan upgrade activities, the City and D&T personnel need to collect and confirm information regarding the current AMS environment. This includes information about software and hardware as well as City personnel, daily operations and ongoing projects.

This information will be collected by interviewing City personnel, reviewing documentation, and contacting AMS representatives, as necessary. Deliverables produced in this task will be documented findings regarding the points of inquiry listed below.

AMS Software

- Modules installed
- Version in production
- Current functionality and system issues
- Releases supported by AMS
- Upgrade path and timetable recommended by AMS
- Details of the current support and maintenance arrangement
- Upgrade activity to date
- Known upgrade issues

IT Infrastructure

- Production environment (e.g. hardware, operating system, database)
- Test environment

Operations

- Financial calendar
- Reporting / processing deadlines
- Other FISCOL and IT projects

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Organization

- Departmental responsibilities
- Reporting relationships
- Communication procedures
- Experience, skill sets and availability of personnel

■ Identify and Confirm Upgrade Guidelines

As the current AMS environment is researched and documented, a significant number of upgrade related requirements, issues and opportunities are likely to emerge. D&T will work with the appropriate City personnel to establish goals, priorities and constraints for the upgrade effort. The guidelines, goals and priorities will help identify which AMS components to upgrade, which changes to make, and specify the requirements for a successful upgrade.

■ Develop Project Plan

Based on the upgrade guidelines, D&T will develop a project plan identifying tasks, timelines, and resource assignments. This plan will be reviewed, modified and finalized by a workgroup consisting of D&T personnel, Mike Hagerty, and other City personnel as appropriate. Based on the findings during this phase of the project and this project plan, D&T will provide the City with a proposal for providing support during the implementation. At a minimum, this support role will include estimates for D&T to provide project management over the AMS upgrade activities.

■ Conduct FISCOL Organizational Assessment

Based on the information gathered while scoping and planning the AMS upgrade activities, an organizational assessment will be completed for the FISCOL function. The organizational assessment will evaluate the roles, responsibilities, and organizational design compared to both near-term and longer-term expectations and requirements of the City. The assessment will outline the desired skillsets and roles of personnel in the FISCOL function to meet these near-term and future expectations.

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III. ASSUMPTIONS.

The City has identified a project sponsor and the project sponsor will meet with the project leadership on a scheduled basis.

There will be weekly project progress meetings.

The City will provide a project manager.

The City will provide team members from selected functions and information technology on a full time and part time basis as required.

City personnel will attend focus group meetings as scheduled.

The project team will have adequate access to work with members of the City's accounting and information technology staff.

The City's information technology staff can provide us with literature or background discussion that describes the core functionality and architecture of the system.

The City has existing support contracts with AMS that will provide for inquiry during detailed investigation of such items as system functionality and setup.

IV. PROJECT SCHEDULE

The estimated time necessary to complete the Scoping and Planning phase of the project is as follows:

- Estimated elapsed time: 8 weeks
- Estimated Deloitte and Touche time: 130 hours

V. FEE ESTIMATE

Based on the level of effort estimates provided in this statement of work, the fees estimated for this project are \$27,000. If the level of effort required to perform the above tasks change or if the scope is adjusted and agreed upon by the City and D&T, this estimate will be adjusted and communicated to City management.